Project Overview

Medical Staffing & Clinic Management
for Military Treatment Facilities
By
CentralCare Nursing, Inc
703-866-9700

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Company Overview

- **CentralCare is an 8(a), woman-owned small business providing Medical Staffing and Medical Administrative management services.**
- **Able to provide and manage services nationwide**
- **Value Added Process-Continuous Quality Improvement Processes**
- **Experienced Management Team-Adapt to Customer Requirements**
- **Meeting and Exceeding Requirements one customer at a time.**

Project Goals

- **The ultimate goal of our project is to deliver excellence in service.**
- **To streamline customer's process of obtaining nursing, medical administrative & allied health services from an efficient and effective source.**
- **To provide thoroughly screened nursing, allied health and medical administrative professionals who will provide services through the life of the contract maintaining continuity of care.**
- **To achieve a reduced turnover rate which pays dividends to the government with increased continuity of operations, better service & less stress due to an overworked staff**
- **To add value added process to an already enhanced service —Project Management (Transition, Quality Assurance & Risk Mitigation excellence)**
- **To maintain compliance by meeting all SOW requirements**
- **To provide service in a personable manner.**

Project Description

- **CentralCare is an 8(a) company providing healthcare services**
- **We will provide health care professionals who are ready for all shift coverages**
- **All our staff on the project will have a file with all their licensing/credentials, skills/competency checklists, all pre-employment information i.e. background check documentations, health status requirements including immunization and OIG sanction exclusion documentations.**
- **We will provide an experienced Project Manager who will also act as the transition manager, coordinating with the MTF's POC for all staff orientation, OPM background checks, licensing, other documentation transfers & placing key personnel at the MTFs**

Project Description Continued

Recruitment Methods

- **Nursing Magazines/Internal Sourcing**
- **Online recruitment-Job postings**
- **Newspaper Ads**
- **Direct mails**
- **Power E-mails**
- **Open Houses / Employee Referrals**
- **Job Fairs**
- **Other health care magazines**

Hiring Process

- **Phone interview - Application Completion**
- **Internal Application Processing**

Project Description Cont.

Retention Program

- Competitive Wages
- Benefits Package
- Employee Referral Bonus
- 24H on call Clinical Support Program

Staffing Process

- Staffing Project Readiness
- Back-up Staffing Plan
- Short term or Surge Staffing Plan

Quality Assurance Program

Successfully practiced on other projects:

- We create an **Operations Manual** specifically for the MTF Project. (it includes all information pertinent to the project that our employees must know)
- Risk mitigation built into solution- Knowledgeable project team mitigates potential risks right from start (Experience in nursing/allied health/administrative staffing projects)
- Continuous monitoring of risks – Proactive management of potential risks/already identified project risks but also continuously monitors {A cornerstone of our approach}
- Risk assessments and mitigation plans integrated with overall project management**.**
- Proactive and effective risk management is critical to success on any project. We have early warning mechanisms to highlight potential project risks. We will monitor those risks continuously, and will take lead responsibility in implementing action plans to mitigate risk areas before they become problems.

Contract Administration

- PM and COTR monthly/quarterly meetings to discuss monthly/quarterly issues and process improvements
- Program Management mandatory monthly/quarterly meetings with staff on the projects to discuss quality issues
- Quarterly service evaluations by the COTR
- Process Improvement drafts from PM and review by COTR before implementation.
- Licensure & Certification Renewal Process – Compliance Program
- PM ensures customer satisfaction and program success
- PM ensures all deliverables are provided in a timely manner

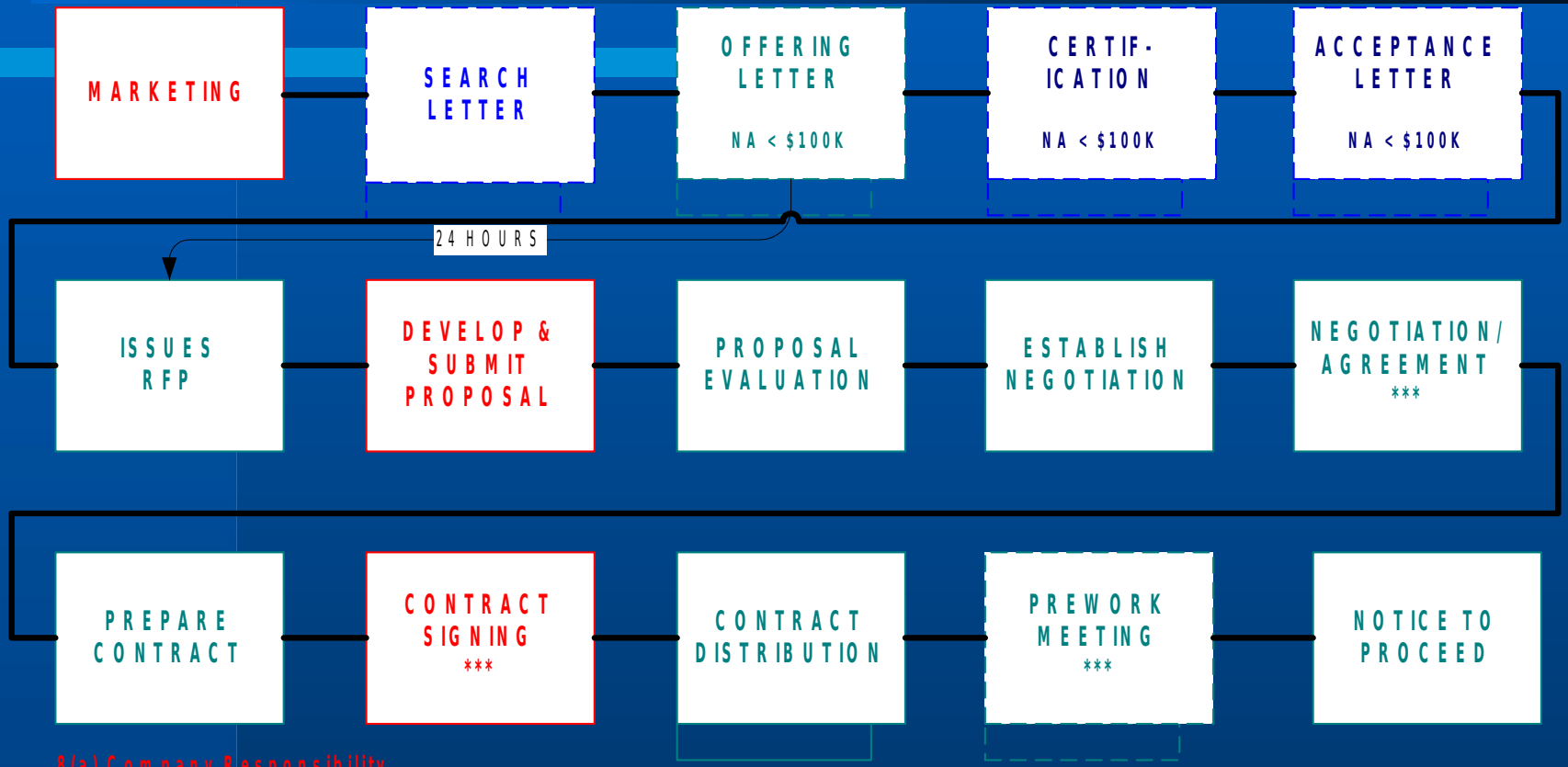
Past Performance

1. **Department of Veterans Affairs**
   Maryland Health Care Systems
   Baltimore, MD 21201
   RN, LPN & CNA Services
   10/01/2002 till 9/30/2003
2. **Civista Medical Center**
   LaPlata, Maryland
   RN Services
   3/01/2002 till Present
3. **Loudoun Hospital Center**
   Leesburg, VA 20176
   RN Services
   7/14/2002 till Present

Other Types of Contracts

- **Sole Source-Non Competitive**
- **8(a) Competitive**
- **Small Business- {Woman-Owned}**

8(a) Contract Process



8(a) Company Responsibility
Small Business Administration Responsibility
Contracting Agency Responsibility
--- Optional or Not Applicable Actions
*** Action Requries All Parties Involvement

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PRICING

- **Available with Pricing Breakdown & Basis of Estimate**

Thank You!!!

Call 1-888-643-9700